

PENNY POTTER, MS, PCC, PMP

Penny Potter is an executive and team coach, trainer and facilitator, and project manager. She uses a strengths-based, appreciative framework when working with individuals, teams, and organizations to help them achieve their goals and become more effective. Penny helps her clients see the organizational dynamics playing out around them, and works with them to develop manageable strategies they can incorporate into their busy lives. Penny's clients describe her as calm and supportive, yet challenging when that approach is called for. She has provided services to organizations such as the Department of Education, State Department, Department of Energy, Internal Revenue Service, the Office of Personnel Management, Federal Student Aid, U.S. Army, Millennium Challenge Corporation, World Bank, and the Smithsonian Institution.

As a senior program manager for Colleague Consulting's coaching and organizational consulting work, Penny assures the consistent delivery of quality customer service at all times. In that capacity, she currently oversees the executive and leadership programs for the Internal Revenue Service, Millennium Challenge Corporation, the Department of Energy, and the Smithsonian Institution. She is also manages Colleague's organizational consulting and training work for the Office of Personnel Management's Human Resource Solutions group.

Penny's unique blend of experience and education allows her to see organizational work from different perspectives. She is able to draw her previous experience as a seasoned IT professional, her work as a Georgetown University faculty director in IT, and her graduate work in organizational development and knowledge management to assist clients with breaking down organizational silos that too often inhibit collaboration and knowledge-sharing necessary to function in today's fast-paced, ever-changing world of work.

Penny is the author of *Living with Your Successes*, a workbook designed to teach people to "be their own coach"—by learning to set and achieve goals, while maintaining a healthy work/life balance. She recently finished a book project with the editors of the upcoming book, *Positive Design and Appreciative Construction: from Sustainable Development to Sustainable Value*, volume 4, in the *Advances in Appreciative Inquiry* series.

Penny has an M.S. in Organizational Development and Knowledge Management from George Mason University, and a B.S. in Psychology from James Madison University. She received her coaching certification from Georgetown University and her Professional Certified Coach

(PCC) accreditation from the International Coach Federation. Her other certifications include Myers-Briggs Type Indicator® (MBTI), Leadership Circle Profile 360® and Culture Survey, and Strength Deployment Inventory®. Her designation as a Project Management Professional® (PMP) was awarded by the Project Management Institute.